Department of Energy
Office of Science
Washington, DC 20585

June 20, 2005

MEMORANDUM FOR   ROBERT C. WUNDERLICH
                              MANAGER
                              ARGONNE SITE OFFICE

FROM: JAMES F. DECKER
                              PRINCIPAL DEPUTY DIRECTOR
                              OneSC PROGRAM MANAGER
                              OFFICE OF SCIENCE

SUBJECT: Appointment as Management and Operating (M&O) Contracting
                              Management System Owner

You are appointed as the Management System Owner (MSO) for the M&O Contracting Management System within the Office of Science Management System (SCMS). As the MSO, you are responsible and accountable for identifying/analyzing/accepting requirements governing the management system (MS), developing uniform Office of Science (SC) procedures for implementing requirements, recommending approval of SCMS documents (e.g., management system description, subject area (SA) descriptions, SA implementing procedures), and ensuring that all SCMS documents are current and accurate. Attachment 1 provides additional information on the roles, responsibilities, accountabilities and authorities of the MSO, as well as other SCMS participants. Attachment 2 is a checklist of MSO responsibilities from initial document development through ongoing SCMS operation and maintenance.

The goal for reengineering is to develop and implement uniform procedures for use by SC employees at every location. To accomplish this, we are using a tested approach that has been successfully implemented at several of our National Laboratory sites. This approach, the Standards Based Management System (SBMS), involves first identifying our management systems, establishing teams consisting of subject matter experts and system users, and then using these teams to develop a set of uniform SC procedures. The resulting reengineered procedures are then maintained and made accessible to all SC employees via a web application tool. Attachment 3 provides OneSC Phase 2 Goals and Reengineering Principles that will guide your efforts.

The first step in the SBMS reengineering process is to define the scope of your assigned MS. Accordingly, a management system developmental session has been scheduled for **July 25-29, 2005** in Washington, DC. Attachment 4 provides a draft agenda for this session, which will include your team as well as four other teams. Specific logistics information will be provided to you in the near future.

During this initial session, each MS Development Team will:

- Formulate and finalize the scope for the assigned MS. Discussions will focus upon the internal and external drivers that affect how SC conducts business. (These drivers include formal DOE directives, laws, and other federal regulations as well as other less formal requirements such as management instructions and best business practices.) Your assigned facilitator will assist you and your team in discussing the applicability of various requirements to your MS. Attachment 6 contains an initial mapping of DOE directives to your MS.
- Draft a Management System Description (MSD) for your MS using a standard template that will be provided to you. The MSD serves as a summary of your MS in the SCMS web tool.
- Identify major topical functions (Subject Areas) within your MS that will be used to later define procedures for use across the SC complex.
- Develop an Action Plan to complete reengineering of the MS.

This initial week is just the beginning of the reengineering process for your MS. It is envisioned that each MS will be completely reengineered over a 3-4 month time frame, depending upon its complexity.

Each team will be provided a room, facilitator, and technical support to complete initial SCMS products. A video conference will be scheduled the week of July 5 to provide an overview of the SCMS and to review the documents provided with this memorandum to help you prepare for the reengineering session starting July 25, 2005. Prior to the video conference, I suggest you consider designating a point-of-contact (POC) to assist you in your responsibilities as MSO and provide hands-on direction on your behalf to the reengineering effort. Also prior to the video conference, you should begin forming a Development Team consisting of senior subject matter experts and management system users. Attachment 5 provides guidance for forming your MS Development Team and Attachment 7 provides a sample team solicitation memorandum. Please ensure that you, your designated POC, and all the members of your MS Development Team attend the MS development session in July. Any Team members already identified are also invited to attend the videoconference.

In order for us to make logistical arrangements, please provide the name, location, email address, telephone number, and badge number for yourself, your MS POC, and the members of your MS Development Team to Jeff Roberts, Project Director (jeffrey.roberts@ch.doe.gov) no later than **July 15th**. Jeff and the Phase 2 Integrated Project Team are available to answer questions or assist you in any way to prepare for reengineering. Jeff can also be reached at (630) 252-2228.
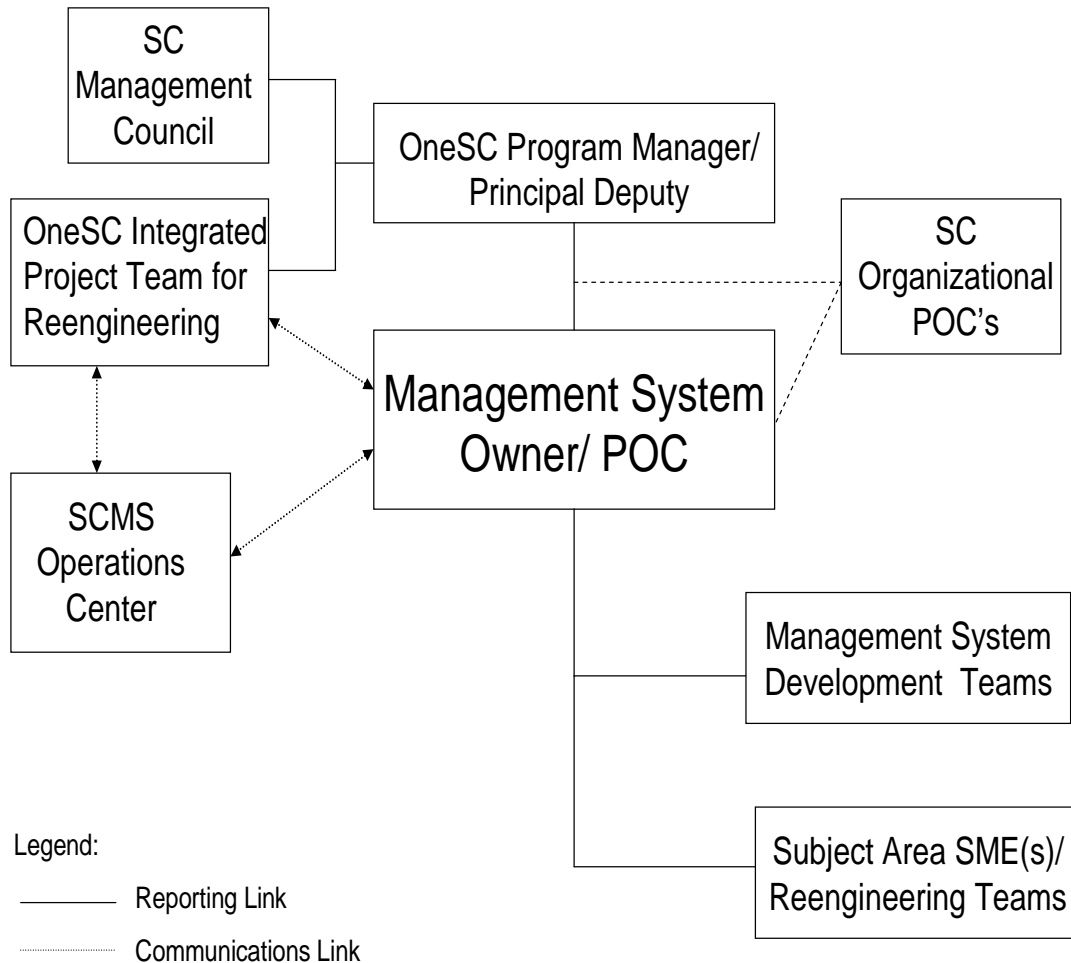
I look forward to seeing you at the July reengineering session and appreciate your willingness to assume the responsibilities of MSO in this critical effort for SC.

Attachment 1 – SCMS Roles, Responsibilities, Accountabilities, and Authorities
Attachment 2 – Management System Owner Checklist
Attachment 3 – OneSC Phase 2 Goals and Reengineering Principles
Attachment 4 – Draft Agenda for July 25-29, 2005
Attachment 5 – Management System Development Team Guidelines
Attachment 6 – Initial List of Requirements
Attachment 7 – Sample MS Development Team Solicitation memorandum

cc: D. Erbschloe, SC-3
        J. Roberts, SC-2
        C. Torquato, SC-2
        J. Erickson, SC-PNSO
        B. Brower, SC-OR

SC Management System
Roles, Responsibilities, Accountabilities and Authorities

SCMS Roles

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┌──────────────┐
│      SC      │
│  Management  │        ┌─────────────────────────┐
│   Council    │        │ OneSC Program Manager/  │
└──────────────┘        │    Principal Deputy     │              ┌──────────────┐
┌──────────────┐        └─────────────────────────┘              │      SC      │
│ OneSC Integrated                                                │ Organizational│
│ Project Team for                                                │    POC's     │
│ Reengineering │       ┌─────────────────────────┐              └──────────────┘
└──────────────┘        │  Management System      │
┌──────────────┐        │   Owner/ POC            │
│    SCMS      │        └─────────────────────────┘
│  Operations  │                                   ┌──────────────────────────┐
│   Center     │                                   │ Management System        │
└──────────────┘                                   │ Development  Teams       │
                                                    └──────────────────────────┘

Legend:
──────── Reporting Link                            ┌──────────────────────────┐
·········· Communications Link                     │ Subject Area SME(s)/     │
                                                    │ Reengineering Teams      │
                                                    └──────────────────────────┘
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PRIMARY ROLES:

Management System Owner

Role: Provide senior leadership on behalf of the Office of Science (SC) to develop and maintain the assigned SC management system (MS), serving as single point-of-contact for the Office of Science on governing requirements and their implementing procedures.

Responsibilities:

Reengineering:
1. Complete reengineering of the assigned MS in accordance with the OneSC Phase 2 Goals and Reengineering Principles contained in Attachment 2. The OneSC Reengineering Project is establishing uniform procedures for both managing requirements and developing deliverables. These uniform procedures are included in the Requirements Management System within the Office of Science Management System (SCMS). You will receive additional information on this in July. Documents to be developed include:
    *   Management System Description (MSD)
    *   Subject Areas (SAs) and their implementing procedures (e.g. OneSC procedures)
    *   Action plan and schedule to complete reengineering

2. Designate a management point-of-contact to provide hands on direction and oversight during reengineering as appropriate.

3. Establish a Management System Development Team for the July session consisting of senior representatives from Integrated Support Center organizations, HQ Staff and Program Offices and Site Offices. Consideration should be given to including senior technical staff from non-SC organizations. The team will define the requirements, scope, interrelationships and SAs of the MS and establish a reengineering action plan and schedule, capturing all actions necessary to complete reengineering.

4. Ensure that requirements governing the MS are assessed in accordance with the procedures provided in the Requirements Management SA and that implementing procedures are developed. Requirements may originate from a wide variety of sources including federal and state laws, federal regulations, management expectations, and/or good business practice.
    *   Appoint a primary Subject Matter Expert (SME) to provide technical expertise in the analysis of each requirement assigned to the MS in accordance with procedures contained in the Requirements Management Subject Area and to prepare draft documents for use by subject area reengineering teams. The SME is to work with SMEs representing other SC and DOE organizations as required to complete analysis of designated requirements.

5. Beyond July, establish a reengineering team for each Subject Area that represents a cross-section of SC as well as organizations outside SC and DOE as appropriate to ensure a balance between SMEs and users in development of subject areas and their implementing procedures. Each team is to be comprised of representatives from:

- Site Offices
- Integrated Support Center (Chicago and Oak Ridge)
- SC Program Offices
- SC Staff Offices
- Other DOE functional organizations where appropriate (e.g. ME)
- Technical experts outside DOE where appropriate
- Users of subject area
- SC Contractors

7. Ensure cost effective, practical solutions are developed to address SC's implementation of applicable requirements with a focus on reducing the cost of doing business within the National Laboratories.

8. Review all local/organizational directives and procedures applicable to subject area to identify those that are unnecessary or have no value added and eliminate them. Identify those that were eliminated by the reengineering process.   If a local directive/procedure should be retained, include them and the basis for retaining in the Subject Area approval package for final decision by the OneSC Program Manager/Principal Deputy.

9. Identify SC staff who will be users of, or who have expertise in, the content covered by each subject area to be on distribution to review draft procedures and provide comments.

10. Circulate draft documents to SC organizational points-of-contact and other reviewers identified according to procedures in the Product Development SA for review and comment prior to finalizing to ensure documents can be implemented by all organizations, any concerns and/or conflicts are addressed, and the need for additional site specific procedures are identified.

11. Resolve issues, raising those that cannot be resolved by the Management System Owner (MSO) to the appropriate SC Principal for decision in accordance with procedures contained in the Product Development SA.

12. Advise the OneSC Program Manager if comments are not received from a representative sample of the SC organization.

13. Identify areas in the MS that are impacted by or impact other management systems and identify additional coordination/work that is needed as those systems are reengineering.

14. Identify potential impacts to current SC workforce/staffing from implementation of the newly designed system and include specifics in approval package.

15. Define steps and one time costs required to implement the approved products throughout SC, including training requirements. Identify impact on cost of operations at National Laboratories.

16. Prepare SCMS document approval package in accordance with procedures in Products Development SA.

17. Present reengineered processes to the SC Management Council in the standard format provided in the Requirements MS to obtain corporate feedback. This presentation is to include:
    - A brief overview of the reengineering process
        - Team representation
        - Dates of reengineering sessions
        - Summary of SC-wide review of documents and assessment of input received
    - A description of the MS, including SAs
        - Graphical diagram of MS
        - Description of interfaces with SC Principals and external organizations
    - How the reengineered procedures met the Reengineering Principles
        - OneSC Procedures - track how work was done before reengineering to the new procedure
        - Specific situations where status quo was challenged and describe changes made and procedures/steps eliminated
        - Impact on cost of operations at National Laboratories
        - Identify local/organizational directives and procedures that were eliminated by reengineered procedure. Identify those that cannot be eliminated and require approval by OneSC Program Manager/Principal Deputy
        - Assess staffing impacts, training impacts and other one-time costs offset with later savings
        - Identify areas in MS that are impacted by or impact other MSs and that require additional coordination or work as those systems are reengineered.
    - Lessons learned from Reengineering

18. Submit SCMS products to the OneSC Program Manager/Principal Deputy Director for final approval. The need for organizational procedures must also be approved by the OneSC Program Manager/Principal Deputy Director.

19. Following approval, transmit final MS work products to the SC SCMS Operations Center for deployment on the SCMS web site.

20. Identify training needs on MS products, new or revised

21. Coordinate with the Integrated Project Team and the SCMS Operations Center to execute the MS/SA action plan.

22. If schedule or resource constraints prohibit the reengineering of all subject areas within the MS during Phase 2, seek approval from the OneSC Program Manager/Principal Deputy to enter a process currently in use at one of the SC offices into SCMS. Develop a schedule and action plan to reengineer the delayed subject area(s) at a later time.

Management System Operation and Maintenance:
1. Maintain management system products according to guidelines contained in the Requirements MS to ensure all documents remain current.

2. Coordinate the review of new and revised requirements assigned to the MS in accordance with the procedures in the Requirements MS, ensuring that an SC perspective is addressed.

3. Ensure new requirements are incorporated into SCMS documents in a timely manner to maintain MS integrity.

4. Evaluate proposed changes to subject areas and procedures and initiate actions to modify documents as required.

5. Maintain an operational awareness related to functions of the MS to stay abreast of trends potentially impacting the MS.

6. Provide support to SC managers and staff regarding implementation of procedures contained in the MS.

7. Establish and maintain effective interfaces with other MSOs to ensure linkages between systems are established and duplication is eliminated.

8. Continuously improve performance of the MS by assessing system performance and addressing performance and implementation issues identified from customer feedback, staff suggestions, and other assessment activities.

Accountabilities:
1. To the OneSC Program Manager/Principal Deputy Director for:
   - Representing SC-wide interest in analyzing requirements and developing subject areas and OneSC implementing procedures, ensuring that other DOE Program Secretarial Officers' interests are addressed.
   - Delivering and maintaining high quality SCMS products in accordance with established procedures that present the most efficient and effective means of accomplishing work.

2. To SC staff for ensuring timely development and delivery of SCMS products meeting OneSC needs for safe, secure, effective and efficient operations.

Authorities: As delegated by the OneSC Program Manager/Principal Deputy Director.

Management System Point-of-Contact

Role: Support MSO by serving as a primary liaison with subject area reengineering teams and the SCMS Operations Center.

Responsibilities: As defined by the MSO, provide hands-on support to execute the MSO's following key responsibilities:

1. Reengineering:
   - Establish and participate on MS development team
   - Analyze requirements
   - Establish subject area reengineering teams
   - Ensure straw documents and other background material are available to subject area reengineering team members prior to formal sessions
   - Preside over subject area reengineering teams, working closely with the facilitator, to ensure the defined objectives are met and products are delivered on schedule
   - Identify training needs for implementing the MS subject areas and assist in development of training materials as needed

2. System Operation and Maintenance:
   - Analyze new or revised requirements for impact on MS content
   - Oversee product revisions to ensure content is current
   - Assess implementation of and adherence to MS procedures to ensure consistency in application and to identify needed system modifications.
   - Review proposed changes to MS documents and recommend appropriate action to the MSO

Accountabilities: To the MSO as defined by the MSO.

Authorities: As delegated by the MSO.

Management System Development Team Members

Role: Provide senior level expertise to the MSO in defining the scope of the MS, writing the MSD and developing a reengineering action plan based on familiarity with the functional area or as a user of services/products.

Responsibilities:
1. Participate on the MS development team to develop the MSD:
   - Review and validate requirements mapped to the MS to determine scope of the MS and its subject areas/implementing procedures
   - Identify specific roles and responsibilities pertaining to the MS
   - Identify the key services/products provided by the MS
   - Identify services and other inputs required by the MS to operate
   - Identify interdependencies with other MSs

2. Develop an action plan and schedule to complete all reengineering activities of the MS.

3. Complete follow-up actions as required to complete development of the MSD and the action plan.

4. Review products developed by subject area reengineering teams to ensure applicability to the SC organization, accuracy and implementability by all SC organizations.

Accountabilities:
1. To the MSO for being an active, knowledgeable participant on the MS development team.

2. To SC for ensuring that the MS is developed in the best interest of the SC enterprise.

Authorities: As delegated by the MSO.

Subject Area Reengineering Team Members: Subject Matter Experts and SA Users

Role: Represent organizational element and/or area of expertise on subject area reengineering team and in the maintenance and operation of reengineered systems, ensuring that the best interests of SC are maintained.

Responsibilities:

Reengineering:
1. Lead SA SME:
   - Involve SMEs in other SC offices (i.e. Program, Staff, and Site Offices; and the Integrated Support Center) in areas of responsibility.
   - Analyze designated requirements in area of expertise in accordance with the Requirements Management process.
   - Recommend procedures for implementing requirements and develop draft procedures for consideration by SA reengineering teams.
   - Determine and provide background information that would be beneficial to subject area development teams.
   - Provide technical leadership to subject area development teams, working with the facilitator and technical support to ensure accuracy and consistency of documents generated.
   - Perform final technical review of subject area and procedures developed.
   - Provide technical guidance in areas of expertise to facilitate implementation of procedures.

2. Supporting SMEs:
   - Provide technical expertise to analysis of requirements.
   - Prepare and actively participate on subject area subject area reengineering teams, bring technical expertise to the development of implementing procedures.
   - Be open to ideas of other team members and to changes in the way business is conducted.
   - Serve as a resource to home organization as well as other offices during review/comment and implementation of reengineered procedures for each SA.
   - Provide technical guidance in areas of expertise to facilitate implementation of SA procedures.

3. Subject Area Users
   - Provide the Lead SME with existing procedural documents related to the subject area being reengineered prior to the first reengineering session.
   - Prepare for and actively participate on subject area reengineering teams, bringing the perspective of a procedure user to ensure reengineered subject area procedures can be implemented.
   - Be open to ideas of other team members an to changes in the way business is conducted.
   - Serve as a resource to home organization as well as other offices during review/comment and implementation of reengineered subject areas and procedures.

Subject area operation and maintenance:
1. Lead SME:
   - Maintain content of designated subject areas and procedures
   - Serve as the authority on a subject area and/or procedure when so designated
   - Respond to and address all questions/concerns from SC employees regarding content
   - Stay current on requirements and other information that affect SA
   - Continuously assess and improve quality of SA procedures
   - Monitor ongoing use of subject area procedures to identify issues or inconsistencies in application
   - Initiate changes to procedures as necessary
   - Respond to needs of SCMS Operations Center to keep SCMS operational

2. Supporting SMEs:
   - Stay current on subject matter to help maintain accuracy of documents, notifying lead SME of the need for revision
   - Provide technical guidance to SC in area of expertise when requested
   - Continuously assess and improve quality of SA procedures
   - Monitor ongoing use of subject area procedures to identify issues or inconsistencies in application and provide information to Lead SME
   - Recommend changes to procedures as necessary

3. Subject Area Users:
   - Serve as a resource to home organization on subject area operation
   - Recommend changes to procedures based on observation and feedback

Accountabilities:
1. To the MSO for knowing requirements/regulations and developing/maintaining subject area and its effectiveness.

2. To staff for ensuring delivery of products needed for safe, effective and efficient operations.

3. To SC for ensuring that requirements are appropriately analyzed and implemented through SCMS documents.

4. To home organization to represent needs and capabilities in reengineering procedures.

5. To SCMS Operations Center for addressing their concerns.

Authorities: As delegated by the MSO and manager of the home organization on behalf of that organization.

SUPPORTING ROLES:

Integrated Project Team Members **(during duration of the Project)**

Role: Manage and provide technical expertise to the OneSC Phase 2 Reengineering Project.

Responsibilities:
1. Complete a project plan defining project scope, cost, and schedule.

2. Execute the plan, monitoring and reporting progress against the plan.

3. Acquire and train facilitation and technical support resources to assist MSOs in reengineering efforts.

4. Provide direction and oversight to all reengineering activities, developing and maintaining an integrated reengineering schedule and ensuring objectives are met and required documents are produced.

5. Provide training to reengineering participants as well as ultimate users of SCMS products.

6. Provide briefings to SC organizations on SCMS and its use in SC.

Accountabilities:
1. To the OneSC Program Manager/Principal Deputy Director for Project results.

2. To all SC employees for delivery of quality SCMS products and web application tool.

3. To SCMS Operations Center for addressing their concerns.

Authorities: As delegated by the OneSC Program Manager/Principal Deputy Director.

SCMS Operations Center Staff

Role: Provide day-to-day operation of the SCMS including its web application tool and supporting subject areas, to ensure reliable, efficient services to SC.

Responsibilities:
1. Requirements Management:
   - Implement the SC requirements management subject area, serving as central point for receipt and processing of new and draft requirements.
   - Provide assistance to MSOs when requested, to develop and maintain SCMS documents, establish review distribution lists, and compile review comments.
   - Maintain requirements database.

2. Product Development and Control:
   - Track development efforts from inception to completion.
   - Convert SCMS documents into format for web application tool deployment.
   - Perform final check-off of SCMS documents to ensure they meet acceptance criteria.
   - Ensure proper approval of SCMS documents.
   - Maintain quality and configuration management control for SCMS system.
   - Provide support resources as needed for development of new or revised SCMS products.

Accountabilities:
1. To SCMS owner for timely and efficient operation of SCMS.

2. To all SC employees to provide timely information and ensuring prompt resolution of concerns.

Authorities: As assigned by SCMS MSO.

Organizational Point-of-Contact

Role: Serve as liaison between organization (Site, Program, Staff Offices and the Integrated Support Center) and MSOs/MSO Points-of-Contact and the SCMS Service Center for all SCMS activities.

Responsibilities:

Reengineering:
1. Receive SCMS notifications of subject area reengineering sessions and recommend appropriate organizational involvement to manager. Prepare response to notification by specified deadline.

2. Receive draft SCMS documents and distribute the documents for review and comment to staff within organization who have knowledge of the SA or who will be users of the SA procedures.

Operations and Maintenance:
1. Monitor implementation of SCMS processes within organization, providing feedback to manager if processes are not followed.

2. Provide feedback to the OneSC Project Team and/or SCMS Operations Center on issues or opportunities for improvement.

3. Coordinate SCMS related training for organization.

4. Serve as principle organizational point-of-contact for MSO/MSO POC when SCMS is operational

5. Receive draft SCMS documents and distribute them for review/comment to staff who have knowledge of the SA or who will be users of the SA procedures.

Accountabilities: To organizational manager for prompt and through communication of SCMS documents and resolution of issues with MSO.

Authorities: As assigned by organizational manager.

SC Management Council Members

Role: Provide advice regarding the OneSC Phase 2 Reengineering Project during the duration of the Project and on a continuing basis regarding the operation of the SC Management System.

Responsibilities:
1. Advise the Director/Acquisition Executive, OneSC Program Manager/Principal Deputy Director, and the Chief Operating Officer on the OneSC Phase 2 Project and the SCMS.

2. Provide perspective from all organizational components of SC to OneSC Phase 2 Project Team and MSOs.

3. Provide forum to advise on policies and procedures governing the OneSC Phase 2 Project and SCMS Operations during development and operations.

4. Serve as final review point for MSDs and supporting SA procedures to ensure the mission and goals of SC as a corporate entity are met.

5. Provide a forum for issue resolution and advise SC-2 and SC-3 regarding issues affecting SC-wide procedures that cannot be resolved at the MSO level.

6. Recommend independent project reviews, if necessary.

7. Champion the Project.

Accountabilities:
1. To SC-1, SC-2, and SC-3 for advice to the OneSC Phase 2 Reengineering Project and SCMS Operations.

2. To all SC organizations to provide a forum for resolving issues in the best interest of the SC enterprise.

Authorities: As delegated by the Principal Deputy Director.

Management System Owner Checklist

Primary Activity/Tasks	Status	Notes
Receipt of Appointment Package		
• Review all materials provided		
• Designate Management System (MS) Point-of-Contact (POC)		
• Identify questions regarding expectations		
• Identify candidates for MS Development Team		
• Provide candidates to Jeff Roberts by **July 15, 2005**		
• Review requirements mapped to MS		
Video Conference with OneSC Program Manager/ Integrated Project Team (IPT)		
• Participate in video with MS Development Team		
• Ask questions regarding materials provided/expectations		
After Video Conference		
• Schedule follow-up teleconference with IPT		
• Ask additional questions/obtain further clarification		
• Final Review of materials for MS Development Session		
• Meet with facilitator to plan MS Development Session		
MS Development Session		
• Review, accept or decline requirements		
• Identify Subject Matter Expert (SME) for each requirement/complete matrix		
• Determine scope of MS		
• Identify initial subject areas for reengineering		
• Draft Management System Description (MSD) according to instructions/template (90% complete)		
• Develop action plan/schedule to complete reengineering of subject areas		
• Complete MSD follow-up actions/MSD		
Subject Area (SA) Reengineering (for each SA)		
• In conjunction with facilitator, schedule Subject Area reengineering session		
• Complete Notice of Intent		
• Solicit reengineering team members		
• Select reengineering team		
• Provide recommended reengineering team member list to Jeff Roberts		
• Revise team composition as necessary		
• Identify/prepare background materials for reengineering team		
• Prepare straw documents for use by team		
• Distribute reengineering package to team members at		

least one week before session		
• Meet with facilitator to plan reengineering sessions		
• Conduct reengineering session		
• Finalize draft subject area documents		
• Provide draft documents to Office of Science Management System (SCMS) Operations Center to circulate for comment via web tool		
• Review comments and modify documents as required		
• Provide feedback to originator of each comment		
• Finalize Subject Area documents		
• Provide documents to SCMS Operations Center for technical review		
• Modify documents as necessary to adhere to technical standards		
• Prepare subject area implementation plan		
Obtain Approval of MS		
• Prepare MS approval package incorporating reengineering results		
• Prepare/schedule presentation to Management Council		
• Modify documents as appropriate		
• Upon approval provide documents to SCMS Operations Center for posting/notification		
Implement MS/Subject Areas		
• Complete actions identified in implementation plan		
• Review and address comments from users		
• Monitor requirements for impact		
• Modify documents as appropriate		
• Assign necessary roles; provide to SCMS Operations Center		
Maintain MS/Subject Areas		
• Monitor adherence to procedures		
• Modify documents as needed		
• Review documents every 3 years to ensure accuracy		

OneSC Phase 2 Goals and Reengineering Principles

OneSC Phase 2 Goals:
- Be "best of class" in quality of science; technical management; and business, administrative, and technical support
- Integrate science and operations
- Create one "corporation" from 12 geographic and culturally diverse sites

Reengineering Goals:

Establish one way of doing business throughout the Office of Science (SC) by developing reengineered procedures that are uniform wherever possible and maximized to be both effective and efficient. Provide access to these procedures and their related management systems to all SC employees through the web based SC Management System (SCMS).

Reengineering Principles:

- Organizational roles, responsibilities, and authorities provided by Phase 1 are untouchable. Phase 2 is structured to implement and deploy Phase 1 outcomes, not challenge them.

- Existing DOE Information Technology and business systems shall be utilized wherever available (i.e., OneSC is structured to fit within DOE).

- OneSC's reengineering efforts shall ensure that SC meets its obligation to provide business, technical, and administrative support to other DOE program offices (i.e. Energy Efficiency and Renewable Energy, Environmental Management, Nuclear Energy, and National Nuclear Security Administration).

- Within the bounds of the bullets above, aggressively challenge the status quo in order to develop management systems that are efficient, effective and uniform wherever possible:

    a. Incorporate "value-added" filters when designing SC management systems. Each process documented within the SCMS must represent a value-added contribution toward delivering SC's mission. Those that do not provide value (i.e. increased efficiency, reduced time/cost or enhanced mission outcomes) shall be eliminated.

    b. Within each management system, the highest priority shall be give to reengineering subject areas that will reduce the cost of doing business at our laboratories.

    c. Challenge existing requirements, especially local directives and organization-specific systems/procedures. Those that can be eliminated through the design of the OneSC approach shall be eliminated.

- System design shall be conducted exclusive of existing staffing plans (focus on functions not positions). Management System Owners shall provide an assessment of potential workforce impacts resulting from implementation of the newly designed system. (For example, taking an activity that is currently performed at all or most sites and reengineering it to be done centrally/corporately, thus freeing resources for other priority efforts.)

- If schedule or resource constraints prohibit the reengineering of all subject areas within the management system during Phase 2, the Management System Owner (MSO) shall seek approval from the OneSC Program Manager to submit a process currently in use at one of the SC offices into SCMS. The MSO shall also develop a schedule and action plan to reengineer the delayed subject areas at a later date.

Agenda
OneSC Reengineering Sessions

Monday, July 25 2005

08:00 – 08:15   Registration

This session will be attended by all members of each development team

08:15 – 09:00   View from the Top   Ray Orbach
                                                                                          Jim Decker
                                                                                          Don Erbschloe

09:00 – 09:30   SC Reengineering Process   Jeff Roberts

Review of Science Management System (SCMS) approach and hierarchy of products

09:30 – 10:15   Introduction to Workshop logistics and results   Facilitator

> *Expected Results*
> - *Management System Description (MSD) 90% complete*
> - *List of Subject Areas (SAs)*
> - *Completed requirements matrix*
> - *Action Plan to complete reengineering*
> - *Notices Of Intent (NOI) drafted for each SA*

10:15 – 10:30   Break

10:30 – 11:30   Open Forum for Questions/Clarifications   Facilitator

11:30 – 01:00   Lunch (provided)

Break out Sessions: Beginning here and continuing for the remainder of the week, each management system development team and their facilitator shall meet separately. The remainder of the agenda is applicable to each team and accordingly, time segments represent a guide to assist each Management System Owner (MSO)/Facilitator toward achieving the workshop objectives

01:00 – 01:15   Introductions   MSO/Facilitator

01:15 – 04:45   MSD Development/Preparation   Facilitator

- *Management System Description Overview*

This is a scoping discussion to engage team members in the work ahead including:
- Discussions of external and internal drivers, emerging issues, high-risk issues, and potential subject areas.
- What current events affect our thinking?
- What key services and products are provided by the MS?
- What key services and products are needed by the MS to operate?

- *Actions required to complete MSD*
  Reference documents:
  - Sample MSDs from Richland Information Management System (RIMS)/contractors
  - MSD template/guidance

04:45 – 05:00   Wrap-up

Tuesday, July 26 2005

08:00 – 08:30   MSO Discussions/issues   Facilitator
- *Review progress, anything learned that bears sharing*

08:30 – 10:15   MSD Development/Preparation   Facilitator
- *Each team will review information and being to define/draft sections of the MSD*

10:15 –10:30   Break

10:30 –12:00   Subject Area Development   Facilitator
- *Draft list*
- *Draft overviews*
- *Identify Subject Matter Experts (SMEs) if possible*

Reference Documents:
Requirements listing
Listing of current procedures at SC sites
SC MSD
SC Functions Responsibilities Accountabilities Manual (FRAM)
RIMS Subject Area list (from RIMS MSD)

12:00 – 01:00   Lunch

01:00 – 02:30   Continue with Subject Area Development   Facilitator

02:30 – 02:45   Break

02:45 – 04:45   Requirements Mapping   Facilitator
- *Using requirements matrix, identify high-risk requirements*

- *Map high-risk requirements to Subject Areas*

Reference Documents:
Requirements listing
Listing of procedures
SC MSD
SC FRAM
RIMS Subject Area list (from RIMS MSD)

Technical staff will break away from this session to begin drafting MSD

04:45 – 05:00   Wrap-up

Wednesday, July 27 2005

08:00 – 08:30   MSO Discussions/issues
- *Review progress, anything learned that bears sharing*

08:30– 10:15   Continue Requirements discussion   Facilitator

Technical staff will break away from this session to draft MSD

10:15 – 10:30   Break

10:30 – 12:00   Continue Requirements discussion   Facilitator

12:00 – 01:00   Lunch

01:00 – 04:45   Review/Comment/Revise draft of MSD

Each team will use a Proxima to view screen versions of draft MSD to collect comments and suggested re-writes on a real-time basis

04:45 – 05:00   Wrap-up

Thursday, July 28, 2005

08:00 – 08:30   MSO Discussions/issues   Facilitator

- *Review progress, anything learned that bears sharing*

08:30 – 09:30   "Sanity Check"   Facilitator

- *Brief discussion of any items that need revisiting or issue resolution on products developed to date: Requirements, Management System Description, Subject Area, etc.*

09:30 – 10:30   "Initial" list of OneSC Procedures

- *To the extent possible, teams will identify an initial <u>list</u> of prospective OneSC procedures, using group effort and dialogue thus far and a review/discussion of existing Standard Operating Procedures at SC locations.*

10:30 – 12:00   Develop Action Plans/NOIs   Facilitator

- *Schedules, team assignments for developing Subject Areas – facilitator is limiting resource*

12:00 – 01:00   Lunch

01:00 – 03:30   Continue Development of Action Plans/NOIs   Facilitator

- *Schedules, team assignments for developing Subject Areas/OneSC procedures – facilitator is limiting resource*

03:30 – 04:00   Deliver NOI/Action Plan/Completed Requirement Matrix   MSO

04:00   Adjourn

Guidelines for Establishing
Management System Development Team

Purpose - Provide senior level expertise to define the scope of the management system (MS) and plan for reengineering including development of an implementation plan and schedule.

Objectives:
- Review and validate requirements mapped to the MS to determine scope
- Identify subject areas and to the extent possible, potential implementing procedures for each subject area
- Identify specific roles and responsibilities pertaining to the MS
- Identify key services/products provided by the MS
- Identify key service and other inputs required by the MS to operate
- Identify interdependencies with other MSs
- Develop an implementation plan and schedule to complete all reengineering activities of the MS
- Identify lead SMEs to support reengineering of each subject area

Team Members
- **Management System Owner (MSO)/Point-of-Contact (POC)** - provide technical leadership
- **Subject Matter Experts (SMEs)** - provide expertise in functional/technical areas and interrelationships with other systems/functions (e.g., CH, OR, SC Staff Offices, non-SC technical organizations).
- **User Representatives -** provide perspective of user in defining scope of MS (e.g., SC Program and Site Offices)
- **Facilitator -** provided by Integrated Project Team for duration of MS reengineering to structure development session, mediate differences of opinion and guide discussions to achieve objectives
- **Technical Support -** provided by Integrated Project Team to take notes and produce MSD and other documents in conjunction with MSO/POC

General Characteristics of Team/Members
- Small, focused team representing a cross section of SC to facilitate decision making (MSO/POC; SMEs - CH/OR/HQ; Site Office Manager; HQ Program Manager)
- Senior Managers (division director level or above) with authority to make decisions
- Managers with broad understanding of MS functions
- Managers willing to challenge the status quo and promote change

Procurement and Financial Assistance Management

Initial Requirements Mapping

Requirement Number	Requirement Title	Approval Date
DOE O 350.1,	Contractor Human Resource Management Programs	5/8/1998
DOE O 350.2A	Use Of Management And Operating Or Other Facility Management Contractor Employees For Services To DOE In The Washington, D.C., Area	10/29/2003
DOE O 544.1	Priorities And Allocations Program	10/12/2004
DOE G 430.1-1	Cost Estimating Guide	3/28/1997
DOE O 541.1B	Appointment Of Contracting Officers And Contracting Officer Representatives	4/21/2004
DOE G 120.1-5	Guidelines For Performance Measurement	6/30/1996
DOE O 542.2A	Unsolicited Proposals	2/27/2002
DOE O 540.1A	Departmental Business Instrument Numbering System	1/27/2005

To: SC Site Offices/Chicago Manager/Oak Ridge Manager/HQ Staff & Program
    Managers (see attached list)
From: MSO
Subject: Request for _____Management System Development Team
Representatives

The Office of Science is initiating the OneSC Phase 2 Reengineering effort and has
scheduled a Management System (MS) development workshop for the initial group of
management systems for July 25 - 28, 2005. I have been designated as the
_____ Management System Owner and as such, am responsible for
defining the scope of the Management System and developing an action plan and
schedule to complete reengineering of each Subject Area within this MS.

To accomplish this, I am establishing a MS Development Team. This team will provide
senior level expertise in reviewing and validating requirements governing the MS;
defining the scope of the MS, including subject areas; identifying key services/products
provided by the MS; identifying services/products required by the MS to operate; and
identifying interdependencies with other MSs.

The key to defining the MS is representation from a variety of SC offices, including the
Integrated Support Center (OR/CH), Site Offices, and HQ Staff and Program Offices.
Representatives should:
- Be senior level managers (division level or above) with authority to make
  decisions
- Have a broad understanding of the MS functions
- Be willing to challenge the status quo and promote change

Participation on the team will require travel to Washington, D.C. the week of July 25 and
participation in a video conference earlier in July. If you are interested in having a
representative on the development team**, please provide me with the name, email,
telephone number and badge number of your proposed representative by July 1,
2005**. I will determine the final team composition based on your input to ensure a cross-
section of SC organizations is represented.

If you have questions, please call me at _____. I can also be reached by email at
_____@_____.

 Cc:
         J. Roberts, SC-2
         C. Torquato, SC-2
         J. Erickson, SC-PNSO
         B. Brower, SC-OR

Distribution List:

Ralph De Lorenzo, Office of Budget and Planning, SC-1.2
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